

Lake County Sheriff's Office

Sheriff Daniel A. Dunlap

Central Communications, 8505 Garfield Rd., Kirtland, Ohio 44094 (440) 350-5499

2015 Annual Report



CENTRAL COMMUNICATIONS DIVISION 2015 ANNUAL REPORT

Major Charles Caldwell

Captain Mike Warner

Central Communications Dispatchers are professionals who are certified in CPR and Emergency Medical Telecommunications. They are a critical element in the 911 link to Life Saving Services.

The Central Communications Division, under the command of Major Charles Caldwell, employs 31 full and part-time employees who include 1 Major, 1 Lieutenant, 6 Sergeants, 15 full-time Dispatchers, 4 part-time Dispatchers, and 4 civilian employees. They provide enhanced 911 telephone service and Computer-Aided Dispatch (CAD) to assist in efficient dispatching of Police and Fire calls for nine (9) police agencies and eight (8) fire departments.

This is Major Caldwell's last annual report. He will be retiring on February 2, 2016. His replacement is Captain Mike Warner, the former Concord Fire Chief who recently retired after serving in the fire service for 40 years. It will be the first time that the Lake County Sheriff's Office had a member of the fire service head the Lake County Sheriff's Office Central Communications Division. Cpt. Warner brings a wealth of knowledge in the public service and communication arena to this position. He worked on several state-wide projects and was the former President of the Ohio Fire Chiefs Association. We are looking forward to his leadership.

In 2015 the Central Communications Division dispatched 141,745 incidents. Calls for service are received in a variety of ways. They are as follows:

2015

- 69,978 wireless 911 (cell phone) calls for service;
- 8,667 (hard line) or regular 911 telephone calls for services;
- 21,683 non 911 calls for service

2014

- 69,754 wireless 911 (cell phone) calls for service;
- 9,492 (hard line) or regular 911 telephone calls;
- 24,146 non 911 calls for service;

2013

- 65,231 wireless 911 (cell phone) calls for service;
- 11,872 (hard line) or regular 911 telephone calls
- 23,837 non-911 calls for service;



2012

- 66,060 wireless 911 (cell phone) calls for service;
- 13,343 (hard line) or regular 911 telephone calls for services;
- 25,679 non-911 calls for service.

2011

- 62,943 wireless 911 (cell phone) calls for service;
- 13,733 (hard line) or regular 911 telephone calls for services;
- 26,535 non-911 calls for service.

Wireless technology and computer voice over I.P. continues to explode. Meetings and information about Generation 4 (texting and video streaming) are taking place with a common platform being discussed for the United States. Wireless calls continue to be the most popular for contacting 911. More than half the households in Lake County no longer have hard line phones and rely heavily on wireless technology.

Central Communications is located at 8505 Garfield Road in Kirtland, Ohio, behind Lakeland Community College. Housed in a secure facility, built 13 feet underground, it is here that the Lake County Sheriff's Office Communications Division provides police, fire and EMS dispatching services for 17 Public Safety Agencies throughout Lake County.



These agencies include:

- **Police service for:** Fairport Harbor, Grand River, Kirtland Hills, and Lake Metro Parks, North Perry, Timberlake, Painesville City, Perry Village and the Lake County Sheriff's Office.
- **Fire, EMS service for:** Concord, Fairport Harbor, Grand River, Leroy, Madison Fire District, Painesville City, Painesville Township, and Perry Fire District.

The Central Communications Division is an integral part in helping to maintain the new computer system for the Lake County Sheriff's Office which includes:

- Computer Aided Dispatch;
- Records Management System;
- Jail Management System; and
- MDT (mobile data terminal) system for the Lake County Sheriff's Office, Perry Village, Kirtland Hills and Lake Metro Parks.

Work continues by Central Communications with the fire service on implementation of a new Fire Station Alerting System. This is an extremely energetic project which was made possible by the fire departments receiving a Grant which allowed for the purchase of the hardware and software to manage this FSA (Fire Station Alerting) project. This project has taken 4½ years of planning, research and has been fully implemented and tested as of the summer of 2015.

CENTRAL COMMUNICATIONS SUPERVISION

Major Charles Caldwell is the Commander of the Central Communications Division. A graduate of the 98th Session of the Federal Bureau of Investigation National Academy, Major Caldwell has an extensive career spanning many aspects of law enforcement. A veteran of 51 years in policing, which includes time spent at the Painesville Police Department, Chief Deputy at the Lake County Sheriff's Office, and Chief of Police for Hunting Valley.

After obtaining an Associate Degree in Law Enforcement from Lakeland Community College, Major Caldwell obtained his Bachelor of Arts Degree in Political Science/Psychology from Garfield Senior College, and did Masters' work at the University Of Virginia. In 1986, he was honored with the Blue Coats' Jorge Medina Distinguished Service Award.

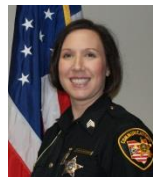
Major Caldwell has been involved in many of the developments in Lake County Law Enforcement. He was actively involved in the formation of the first SWAT Team in Ohio when the Lake County Sheriff's Office formed their team in 1974. He has served as an adjunct professor at Lakeland Community College, and served as an OPOTA instructor in the Basic Police Academy since 1971.

After serving as Chief Deputy for the Lake County Sheriff's Office, Major Caldwell accepted the position of Chief of Police for Hunting Valley. After 16 years of service there, he retired January 5, 2005, after 40 years in law enforcement. In February of 2005, Sheriff Dunlap asked him to return to active duty and he accepted the responsibility as Commander of the Lake County Sheriff's Office - Central Communications Division where he will service until February 2, 2016 and retire after a 51 year career in law enforcement.

Listed below are the members of the Central Communications Personnel:



Lt. Cynthia Baker



Sgt. D. Cichon Sgt. K. Garden Sgt. M. Legan Sgt. A. Lerman Sgt. W. Loomis Sgt. K. Chaffee

Dispatchers - Full Time

Susan Alderman
Molly Church
Dale Few
Susan Furman
Jason Heller
Eric Higham
Adam Lasota
Breanna Wigand

Dispatchers - Full Time

Angela King
Heather McElwain
Monica Patterson
Julee Payne
Lara Scott
Jamie Shahan
Kelly Stakich

Dispatchers – Part Time

Louis DiMattia
Joseph Hum
Jennifer Ledyard
Brigid Willis

Civilians

Robert Kundrat
Jeff Fortuna
Kevin Fogle
Cynthia Prib

Specialized services provided include:

- Central Communications is ADA compliant by providing T.D.D. telephone communications for the hearing and speech impaired. Dial 911, 354-4317 or 354-3434 to be connected to our T.D.D. equipment;
- Provides county-wide team support for the Amber Alert Program (locating abducted children & missing adults);
- County support for Silver Alert (locating missing senior adults);
- Central Communications is trained in using the reverse 9-1-1, which is a rapid outbound calling system that notifies homes of important information in any given geographic area of Lake County;
- Central Communications can activate the Emergency Alert System (EAS).
- Central Communications has direct contact with the Perry Nuclear Power Plant. In the event of a problem at the Nuclear Power Facility.
- Central Communications Division makes initial notification for the activation of the County's Emergency Operations Center (EOC); Staff during large scale events.
- Central Communications provides Lake County after-hour dog file information for the safe return of a dog to its owner.
- Central Communications is the centralized answering point for all Wireless 9-1-1 calls made in Lake County. Once a correct location of the caller is obtained the 9-1-1 call is supervised and transferred to the appropriate agency.

- Central Communications also serves as the back-up Public Service Answering Point (PSAP) for the city of Mentor, and the Madison Township dispatch center.
- Central Communications provides public education tours to groups throughout the year; such as Lakeland Community College, Boy Scouts of America, Leadership Lake County, Western Reserve Junior Service League, the Auburn Career Center, Girl Scouts, Cuyahoga County Police and Fire Agencies, Mentor Police and Cleveland Police.
- Central Communications also provides emergency contact services for such groups as the Game Warden, Dog Warden, Water Rescue Teams, SWAT Teams, Humane Society, just to name a few.
- Central Communications is the point of contact for AERO Medical Helicopter Services by coordinating radio communications between flight crews and ground emergency services.

Dispatchers acquire training and technical skills independently and through in-service training by the Sheriff's Office. Many employees have college educations, in addition to specialized training, such as hostage negotiations, and the National Incident Management System (NIMS), which is critical in meeting the national disaster standards outlined by FEMA. Central Communications participates in all FEMA drills conducted in Lake County.

All dispatchers are CPR and AED trained. Two employees have been certified by the American Red Cross to instruct CPR and First Aid. Dispatchers have emergency medical training, and on numerous occasions have administered medical pre-arrival instructions to persons in need.

In addition, dispatchers must be trained and certified in the State's Law Enforcement Automated Data Systems (LEADS), and Computerized Criminal History (CCH).

PELC Graduates



Central Communications develops its supervisory personnel by sending them to advanced supervisory schools such as PELC (*The Police Executive Leadership College*). PELC is a three month course presenting key executives leadership topics. It is based on the premise that leadership skills can be learned. It is an intensive learning experience focused on leadership skills vital to long term personal success and change in the organization -- both for the benefit of the community.



Lt. Cynthia Baker, Sgt. Wendy Loomis, and Sgt. Dee Cichon have all completed PELC. One of our 2016 goals is to have Sgt. Annie Lerman attend this school. In March of 2016, Sgt. Keith Chaffee will be attending the Leadership and Management Seminar.



2015 CENTRAL COMMUNICATIONS DIVISION REVIEW

By Major Charles H. Caldwell

In 2015, the Central Communications Division dispatched 141,745 incidents for the following police and fire agencies:



Police Agency	Number of Calls Dispatched
• Fairport Harbor	4,814
• Grand River	1,299
• Kirtland Hills	11,992
• Lake County Sheriff's Office (This includes Concord, Perry, Painesville & Leroy Townships along with LCSO Court Services Division (warrants & court activity))	47,339
• Madison Twp.	41
• Madison Village	7
• Lake Metro Parks	26,102
• North Perry	2,718
• Painesville City	25,793
• Perry Village	5,584
• State Headlands Park	37
• Timberlake	1,021
TOTAL Police Calls Dispatched	126,747

Fire Agency	Number of Calls Dispatched
• Concord	2,042
• Fairport Harbor	792
• Grand River	69
• Lake Fire Department	8
• Leroy	400
• Madison Fire District	4,210
• Painesville City	3,952
• Painesville Township	2,442
• Perry Joint Fire District	1,083
TOTAL Fire Calls Dispatched	14,998

2014 CENTRAL COMMUNICATIONS DIVISION REVIEW

In 2014, the Central Communications Division dispatched 141,608 incidents for the following police and fire agencies:

Police Agency	Number of Calls Dispatched
• Fairport Harbor	5,144
• Grand River	1,006
• Kirtland Hills	12,038
• Lake County Sheriff's Office (This includes Concord, Perry, Painesville & Leroy Townships along with LCSO Court Services Division (warrants & court activity))	47,900
• Madison Twp.	35
• Madison Village	1
• Lake Metro Parks	25,450
• North Perry	2,555
• Painesville City	26,324
• Perry Village	5,520
• State Headlands Park	25
• Timberlake	1,168
TOTAL Police Calls Dispatched	127,166

Fire Agency	Number of Calls Dispatched
• Concord	1,886
• Fairport Harbor	813
• Grand River	118
• Lake Fire Department	12
• Leroy	329
• Madison Fire District	4,094
• Painesville City	3,822
• Painesville Township	2,282
• Perry Joint Fire District	1,086
TOTAL Fire Calls Dispatched	14,442

2013 CENTRAL COMMUNICATIONS DIVISION REVIEW

In 2013, the Central Communications Division dispatched 106,087 incidents for the following police and fire agencies:

Police Agency	Number of Calls Dispatched
• Fairport Harbor	4,869
• Grand River	1,082
• Kirtland Hills	11,734
• Lake County Sheriff's Office (This includes Concord, Perry, Painesville & Leroy Townships along with LCSO Court Services Division (warrants & court activity))	36,739

• Lake Metro Parks	1,730
• North Perry	2,986
• Painesville City	24,810
• Perry Village	4,781
• State Headlands Park	19
• Timberlake	3417

TOTAL Police Calls Dispatched 92,167

Fire Agency	Number of Calls Dispatched
--------------------	-----------------------------------

• Concord	1,810
• Fairport Harbor	793
• Grand River	70
• Lake Fire Department	7
• Leroy	360
• Madison Fire District	3,899
• Painesville City	3,621
• Painesville Township	2,366
• Perry Joint Fire District	994

TOTAL Fire Calls Dispatched 13,920

2012 CENTRAL COMMUNICATIONS DIVISION REVIEW

In 2012, the Central Communications Division dispatched 96,749 incidents for the following police and fire agencies:

Police Agency	Number of Calls Dispatched
----------------------	-----------------------------------

• Fairport Harbor	4,737
• Grand River	1,250
• Kirtland Hills	10,746
• Lake County Sheriff's Office (This includes Concord, Perry, Painesville & Leroy Townships along with LCSO Court Services Division (warrants & court activity))	38,824
• Lake Metro Parks	1,759
• Madison Village	1
• Madison Township	13
• North Perry	3,646
• Painesville City	22,251
• Perry Village	5,451
• Headlands State Park	47
• Timberlake	1,791

TOTAL Police Calls Dispatched 90,516

Fire Agency	Number of Calls Dispatched
• Concord	1,682
• Fairport Harbor	719
• Grand River	58
• Lake Fire Department	3
• Leroy	349
• Madison Fire District	4,073
• Painesville City	3,644
• Painesville Township	2,315
• Perry Joint Fire District	1,043
TOTAL Fire Calls Dispatched	13,886

In 2011, the Central Communications Division dispatched 102,593 incidents for the following police and fire agencies:

Police Agency	Number of Calls Dispatched
• Fairport Harbor	5,247
• Grand River	1,551
• Kirtland Hills	11,022
• Lake County Sheriff's Office (This includes Concord, Perry, Painesville & Leroy Townships along with LCSO Court Services Division (warrants & court activity))	37,275
• Lake Metro Parks	3,251
• Madison Village	389 (partial year only)
• North Perry	1,736
• Painesville City	23,786
• Perry Village	3,440
• Headlands State Park	51
• Timberlake	1,065
TOTAL Police Calls Dispatched	88,813

Fire Agency	Number of Calls Dispatched
• Concord	1,717
• Fairport Harbor	856
• Grand River	57
• Lake Fire Department	6
• Leroy	304
• Madison Fire District	3,673
• Painesville City	3,729
• Painesville Township	2,359
• Perry Joint Fire District	1,079
TOTAL Fire Calls Dispatched	13,780

Many good things continue to happen at the Lake County Sheriff's Office-Central Communications Division. These include:

- In 2009 a complete upgrade of the Central Communications Dispatch Center was completed with a new PSAP (*Public Safety Answering Point*) which in common language means our ability to handle

9-1-1 calls. This is important because it allows us to handle wireless and the future text messaging calls in a more expeditious and user friendly environment. This upgrade was also in preparation for the new radio system that all police and fire agencies are currently using. This upgrade was performed with the use of grant money, as well as capital improvement monies. No general fund money was used in this project.

Wireless (cell phone) calls continue to be on the rise as more and more people leave their home hard-wire connections and rely totally upon the wireless (cell phone) connections.

The Sheriff's Office is the central answering point for all wireless calls made in Lake County. They are then distributed to the appropriate police and fire agencies. Our mapping and call location ability are both phase I and phase II compliant, and meet all Federal guidelines. This allows us to assist our citizens in a more efficient manner.

- The MARCS Radio System, which is a state-wide communications network, was configured and works on each of our dispatch consoles;
- The U.S. Coast Guard received the ability to communicate directly with all police and fire departments when necessary through a patching system at the Sheriff's Office Central Communications Center;
- Central Communications participated in several outside community public display projects, including *National Night Out* in Painesville City, *Mentor Career Expo & Law Days* at the Great Lake Mall Mentor, Auburn Career Center, and Painesville Twp. Family Days, to mention a few.
- Training was continued with an in-service training program, CPR updates, Lake County Jail Observation Program, Central Agency Ride-along Programs, a training session on weapons of mass destruction, several training drills for the Perry Nuclear Power Plant, and many more;
- New computerized forms were instituted at the Central Communications Center where scheduling, shift reports, daily operation forms, officer training files and closed road files were all computerized;
- A LEADS Audit was conducted by the State of Ohio and successfully completed;
- The Communications Center also participated in charitable projects which included: The Christmas Adopt-a-Family/Jeff Betteley family fundraiser, and the United Way Program of Lake County;
- FEMA drill, required for the PNPP for Lake County, Ohio. Central Dispatch, which is an essential part of this drill, once again passed with good marks.
- Continuing training programs were conducted for the employees at Central Communications including NICE (New Digital Recording System) and new procedures for Reverse 9-1-1.
- LEADS classes for new hires for our local police departments were conducted by the staff of Central Communications, as well as TAC in-service classes.

- The Lake County Sheriff's Office Central Communications is in the process of purchasing its own map roll capabilities from Integraph which is part of its computer aided dispatch system. This will allow a team of employees to do its own map rolls and tracking of new homes, subdivisions and businesses within the county. We will no longer have to rely upon outside agencies to keep our system current.
- Central continues to work on a project with the fire departments we dispatch for. The fire departments received a \$500,000 grant for a new Fire Station Alerting System. Central and the Lake County Sheriff's Office IT Department was instrumental in helping evaluate different systems for the fire service. A (D.C.R./Motorola) based system was chosen by the fire service at the end of 2012. Installation was completed in February, 2014. Testing and continued trouble shooting on this FSA system was completed in the summer of 2015.
- A committee of fire service personnel, Lake County Sheriff's Office IT members, and Lake County Central personnel has been formed to develop additional fire department needs and tools to work in conjunction with fire station alerting.
- US Coast Guard and Central Communications developed a procedure to insure an accurate and unified response for water rescues on Lake Erie. In the spring of 2010 this procedure was tested by placing numerous cellular 9-1-1 calls from Lake Erie. This is a major step forward for boating safety.
- Upgrade of the reverse 9-1-1 system for Lake County includes a mobilization plus project. Two of Central's staff members created a mobilization program to notify emergency staff members in the event of a problem at the Perry Nuclear Power Plant. This project was funded by Lake County EMA.
- At the request of Concord Twp. Fire and Chardon Fire, Central Communications developed a special emergency service zone for the new hospital and businesses along the Auburn Road corridor. This will help insure an automatic mutual aid response in the event of an emergency.
- Ongoing in-house training or out-sourced training is critical to maintain a cadre of well-qualified employees who are able to deal with the tremendous amounts of technology that the Sheriff's Office possesses for dealing with natural or manmade disasters.
- The Lake County Sheriff's Office Central Communications Division continues to be a leader in the field of public safety communications. Modern equipment and a well-trained staff make the Lake County Sheriff's Office second to none in the services they provide to 17 police and fire agencies in our County.
- The County Sheriff's Office Central Communications Division, continues to give numerous presentations to outside counties on centralized dispatch.
- Central Communications did a \$275,000 computer aided dispatch upgrade which was completed in 2014.
- The Ohio State Highway Patrol has received permission to add Lake County Police/Fire TAC 8 (Tactical) channel to their radios which will create a better communication on major incidents involving OSP and local police and fire.
- Central Communications is looking into a new 911 phone system for installation in 2016. As technology changes, so does the need for constant upgrades.

- Central Communications continues to look to upgrading its PSAP to next generation 911. The major issue is, no common accepted National Standard has been adopted yet.
- Central Communications has provided, at their requests, four (4) municipalities in Lake County with cost estimates to provide full dispatch services for them. Shrinking budgets, rising employee costs, and major equipment upgrades are requiring municipalities to explore ways to provide service and reduce costs. Sharing dispatch is a great way to accomplish that while maintaining or enhancing service.
- The Lake County Sheriff's Office lost one of its valuable assets in 2015, one of its young dispatchers, Jeff Betteley who lost his long time battle with brain cancer. He will be missed by us because of his good sense of humor and valuable work ethic.

We are looking forward to 2016 for new and challenging projects and the potential for growth through collaborative efforts as well as providing excellent service to all of the constituents of Lake County!



Major Charles Caldwell

Central Communications Division Commander

